



Policy: 1053
Procedure: 1053.01
Chapter: Quality Assurance
Rule: Youth Rights Grievance
Quality Assurance

Effective: 04/24/06
Replaces: N/A
Dated: N/A

Purpose:

ADJC Legal Systems Division shall be responsible for the implementation, administration, monitoring, and quality assurance of the juvenile Grievance Process.

Rules:

1. The **ASSISTANT DIRECTOR, LEGAL SYSTEMS DIVISION** (ADLSD) shall select a Youth Rights Ombuds Administrator (YROA) who is a qualified attorney with credentials and other advanced education as the ADLSD deems necessary.
2. The **YROA** shall manage, monitor, and facilitate the ADJC Juvenile Grievance process.
3. The **YROA** shall ensure that each Juvenile Ombuds (JO) maintains a binder containing
 - a. Juvenile Grievance Policy 2304;
 - b. Juvenile Grievance Procedure 2304.01; and
 - c. Juvenile Grievance forms 2304.01A through 2304.01H.
4. The **YROA** shall:
 - a. Read a sample of not less than 20% of the grievances entered into YouthBase to ensure that it has been tracked to the correct respondent in accordance with the Juvenile Grievance Responsibility Path Form 2304.01F;
 - b. Ensure the JO, on a monthly basis:
 - i. Reviews 20% of grievances filed at the secure facility where s/he works to ensure that it has been traced to the correct respondent;
 - ii. Prepares a report to the YROA on problems encountered and resolved.
 - c. Ensure that each grievance is forwarded to any other ADJC personnel that may be able to provide information to:
 - i. Assist in the resolution of the grievance; or
 - ii. Take any action to resolve issues raised by the grievance.
5. The **YROA** shall:
 - a. Monitor the Pending Grievances report in YouthBase at least weekly to ensure that grievances are resolved in a timely manner;
 - b. Ensure each JO:
 - i. Reviews the Pending Grievances report in YouthBase weekly;
 - ii. Report to the YROA weekly with explanations and details regarding all late grievances for which s/he is responsible.
6. The **YROA** shall ensure that supervisors address late grievances (i.e. those not resolved in the 5-day time period required by the Juvenile Grievance Procedure). On Monday morning, the pending Grievance report shall be scanned electronically and electronic notices shall be emailed automatically on a predetermined schedule:
 - a. Depending on the level of the identified respondent on the grievance and the lateness of the grievance, the **NEXT SUPERVISOR IN LINE** shall address the issue of the late grievance.

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- b. The **RESPONSIBLE SUPERVISOR OR ADMINISTRATOR** shall ensure the grievance is resolved and the appropriate entries are made in YouthBase. Those responsible are listed below in accordance with the lateness of the grievance:
 - i. Late between 5-9 days
 - (1) Respondent;
 - (2) Respondent's Supervisor;
 - (3) Assistant Director, Legal Systems Division;
 - (4) Youth Rights Ombuds Administrator;
 - (5) Superintendent of the appropriate secure facility.
 - ii. Late Between 10-15 days
 - (1) Respondent;
 - (2) Respondent's Supervisor;
 - (3) Assistant Director, Safe Schools;
 - (4) Assistant Director, Legal Systems Division;
 - (5) Youth Rights Ombuds Administrator;
 - (6) Superintendent of the appropriate secure facility.
 - iii. Late between 16-20 days
 - (1) Respondent;
 - (2) Respondent's supervisor;
 - (3) Assistant Director, Legal Systems Division;
 - (4) Deputy Director;
 - (5) Youth Rights Ombuds Administrator;
 - (6) Assistant Director, Safe Schools;
 - (7) Superintendent of the appropriate secure facility.
 - iv. Late 21 days or more
 - (1) Respondent;
 - (2) Respondent's supervisor;
 - (3) Deputy Director;
 - (4) Assistant Director, Safe Schools;
 - (5) Director;
 - (6) Assistant Director, Legal Systems Division;
 - (7) Youth Rights Ombuds Administrator;
 - (8) Superintendent of the appropriate secure facility.
7. The **YROA** shall:
 - a. Read a sample of not less than 20% resolved grievances in YouthBase; and
 - b. Ensure that all grievances have a resolution that includes results that respond directly to the issue(s) raised by the youth in his/her grievance.
8. The **YROA** shall return any grievances not fully resolved to the appropriate JO for further action. The **JO** shall return a report to the YROA within one week with details of the corrective action.
9. On a monthly basis, the **YROA** shall check the electronic report in YouthBase that indicates the number of grievance forms distributed to juveniles and the number of grievance forms received back by JOs from juveniles for processing.
10. On a monthly basis, the **YROA** shall check the grievance control logs from each unit to ensure that there is an appropriate, adequate, and complete explanation for each grievance form distributed but not returned.
11. The **YROA** shall report grievance statistics to the Assistant Director, Legal Systems Division on a monthly basis.

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12. Each **JO** shall file a monthly report from each facility with the YROA on the 5th day of each month which includes the following:
- List of juvenile grievance coordinators by unit;
 - Signed, dated training roster for juvenile grievance coordinator training;
 - Copies of juvenile grievance logs with detailed explanations for all grievances not returned;
 - Copies of signed training rosters for all juveniles trained in the grievance procedure, including but not limited to Reception, Assessment, and Classification (RAC);
 - A review of grievances which indicates any trends occurring in the secure facility;
 - A report on management meetings attended in the secure facility including any facility specific issues that may affect grievances and issues that may require policy and procedure review.
13. The **YROA** shall provide an executive summary of all statistics and information to the Assistant Director, Legal Systems Division, at least monthly by the fifteenth day of the month.
14. On a quarterly basis, the **YROA** shall:
- Personally interview a sample of juveniles at each facility who have filed grievances which have been resolved during the previous month(s);
 - Summarize the JO reports regarding late resolutions, interviews with juveniles, and grievances not returned, and submit the summary to the Quality Assurance Administrator.
15. The **QA ADMINISTRATOR** shall provide results of internal audits and inspections of the Juvenile Grievance Process to the Assistant Director of the Legal Systems Division and the YROA on a quarterly basis to compare findings, statistics, and other relevant information in order to further evaluate the quality of the Juvenile Grievance Program and to propose any changes to improve the QA procedures.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By:
04/28/2006	Louis A. Goodman		